

Date: November 30, 2019

To: All virtual team members

From: Julian Della Puppa

Subject: Kicking off Zarate Tech's new virtual team

Dear Team,

I would like to take this moment to congratulate you all on joining Zarate Tech's new virtual team. This team is comprised of members from the sales, development, training, and communication departments. All of you have been selected because of your hard work ethic, commitment to achieving the highest standards, and for your incredible initiative. As you all know there is a growing need in this company to stay at the forefront of technology so that we can provide the best possible service to our customers. Therefore, we will need a virtual team to tackle new projects to maintain and surpass previous company goals. In two days from this email we will be meeting at headquarters to get to know each other and to start the process of creating this new team. I am looking forward to that meeting and ensuring that we are able to lay out the ground work for how we will function and the goals that lie ahead.

### **Background and Purpose**

The creation of this team is so that Zarate Tech has a distinct edge over other competing companies. Zarate Tech is known for creating custom programs for its customers, with the sales team meeting face to face to create these programs. I understand that having these face to face meetings has been incredibly beneficial, albeit a little costly. However, there is a more efficient way to ensure that quality programs can still be produced without having to cut into the budget. This is where "we" the virtual team come in. Our team is the first of its kind here at Zarate Tech and our advantage is that we will be collaborating more openly, we will have less expenses due to travel, and we will be reducing project lead times, all because we will be able to communicate effectively through a shared workspace and the openness that a virtual team fosters.

Now as our ability to quickly and efficiently create programs, as well as find issues on the projects we will be working on and fix them, I do not wish to put aside some of the challenges that working in a virtual team will have. I fully understand that time zone differences, cultural differences, and that sharing information can be difficult because we are all not present in the same space. However, I want you all to know that we can mitigate and even remove these issues if we address them early, are open about our issues, and truly communicate often. To help us on this path I will be open to hearing any issues and to address them accordingly, along with this we will have a shared and open workspace through the Google suite system that will allow us to drop in ideas and share documents of all kinds. But more importantly we are a team, and I want you all to know that you can count on me to be there for you, and that we should all be present and ready for each other as well.

## **Our First Team Meeting**

Our first team meeting will be in person at the Zarate Tech's headquarters at 10am and this will be a two-day meeting. This meeting will be covering our main objective which is to provide quality programs for our customers, but we will also be going over what our ground rules as well. I would like for us to create a team charter, to establish roles for the team, setting expectations for what we can deliver, and creating a team communication protocol. Finally, I will also have us review the Silt Density Index test, as way of learning more about ourselves and how we work so we can best support each other as we work together on this team. As a note, please be aware that Philip Washington, training manager, and Philip Bevins, IT manager, will be observing our meeting as this virtual team style and its methods could be used in other parts of the company.

## **Important Attachments**

Included in this email will be the agenda for the first day and a tip sheet for working in virtual teams. The agenda will be laying out what we will be working on for the day, and what our objectives are. It will act as your day guide and reference for our focus for the meeting. The tip sheet is more of a best practices tool that is meant to guide you as you navigate your way thru being a member of this new virtual team and will be providing you with many helpful hints and tips to achieve success as a member of the team.

## **Final Thought**

Team, I'm really looking forward to meeting you all. After having reviewed your credentials you are an amazing group, with incredible talent and I can not stress enough that we will be creating amazing programs because of the collaboration of all of your skills. We are innovators and to quote the great inventor and like-minded innovator himself Ben Franklin "Well done is better than well said". And that could not be more true to this team.

Sincerely,

Julian Della Puppa

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